

Department of Budget & Management (DBM) 2020 Desktop Contract

Procedures for Purchasing Microcomputers, Printers and Software

A) PURPOSE

These procedures establish a uniform process for purchasing microcomputers, printers and Commercial-Off-The-Shelf (COTS) software via the DBM-2020-Desktop contract.

These procedures provide information on:

- How to request information from contractors;
- How to verify prices;
- The process to review Purchase Orders;
- The process to evaluate contractors; and
- Where to purchase products or services excluded from this contract.

B) APPLICATIONS

1) Three categories of products are available under this contract:

- a) Category 1 – Microcomputers and associated peripherals with services – This means brand name or generic product lines of microcomputers, workstations, file servers, portables (laptop/notebooks), or similar products in a published manufacturer's suggested retail price list. Included are associated hardware and operating system software that allow the product to operate as a stand-alone unit, a networked unit in a local area network (LAN) or wide area network (WAN), or any combination of these. This includes adjunct items identified within the product line that expand or modify units and provide replacement parts. Warranty and post warranty maintenance service are included. But this does not include software programs other than the operating system and applications software that the manufacturer installed as part of a packaged system.
- b) Category 2 – Printers and associated peripherals with services – This means brand name or generic product lines of single or multi-function printers or other similar products, and associated hardware and operating system software, that are published in a manufacturer's suggested retail price list. Included are hardware and operating system software, and printer drivers, that allow printing for a microcomputer, a networked unit in a local area network (LAN), in a wide area network (WAN), or any combination of the three. Included are adjunct items identified within the product line that expand or modify units and provide replacement parts, and supporting consumables such as ribbons, ink cartridges, etc. Warranty and post warranty maintenance are included. But this does not include software programs other than the operating system and applications programs that the manufacturer installed or required. Printers are included for computer printing, and are not included to

establish a photocopier contract.

- c) Category 3 – Commercial-Off-The-Shelf-Software (COTS) – This means software packages that operate on Intel or IBM compatible personal computers and Apple computer products.
- 2) Post warranty maintenance services for microcomputers or printers may be obtained from any contractor.
 - a) Under this contract only the contractor that provided the original products from this contract may provide post warranty maintenance services for those same products.
 - b) Other contractors may provide post warranty maintenance services using another procurement vehicle.
- 3) If an agency purchases microcomputer software via the 2020 Desktop contract, the software must be purchased from Category 3 contractors, except for operating system and other software supplied by Category 1 or 2 contractors as part of the basic configuration.
- 4) Agencies are encouraged, but not required, to purchase microcomputers, printers and software via this contract.
- 5) While this contract provides most computer hardware and software requirements, it does not provide non-warranty services. To obtain those services, another contract must be used or procured. Examples of those services are:
 - a) Computer training services
 - b) COTS maintenance and support services
 - c) IT consulting or technical services
 - d) Telecommunications equipment or services

C) PROCEDURES

1) Requests to Contractors

- a) To obtain best prices, multiple contractors were selected for awards for individual manufacturers' product lines. Therefore, a written request for a price quote must be issued to all vendors contracted for that manufacturer's product line.
- b) Price quotes may be requested only for specific products and brands the contractors are

authorized to sell via the contract. For example, if an agency requires a laser printer, price quotes may be obtained only from the contractors authorized to provide printers (Category 2).

- c) If installation or warranty services are required, include these when developing specifications for price comparisons. Any “special” prices offered by contractors should also be considered, even if the offer is only temporary.
- d) If price is not the only factor in the selection of a contractor’s offer, state the other selection factors in the written request for a price quote. Examples of factors that may be considered are:
 - (i) Availability (delivery time, parts replacement, component upgrades)
 - (ii) Warranty services

2) Price Verification

Prices quoted by contractors must be verified for each product. Pricing for products in this contract is stated as a percentage of the Manufacturer’s Suggested Retail Price (MSRP). Agencies must print a copy of the MSRP information from the manufacturer’s website and maintain a copy in the agency’s procurement file.

- a) MSRP data is available on the web for the manufacturer’s product line provided by each contractor. Links to websites containing this information are available on the DBM website at: <http://www.dbm.maryland.gov>.
- b) The percentages bid by each contractor for each manufacturer’s product line are also on the DBM website at <http://www.dbm.maryland.gov>.

3) Purchase Order Review Process

- a) For a Purchase Order (PO) greater than \$25,000:
 - (i) DBM’s Contracts & Project Management Division (CPMD) in the Office of Information Technology must review and approve the request before contractors are notified of the selection. The following information must be provided to CPMD by the agency:
 - (a) Justification for the purchase, including,
 - The business need to be served, or
 - Reference to justification in the Agency’s Information Technology Master Plan (ITMP) or Information Technology Project Request (ITPR);
 - (b) A copy of the written request to the contractors;
 - (c) A copy of the responses, including any “no-bid” response, and/or price quote

- received from each contractor;
 - (d) A copy of the web page for each contractor for each product that indicates the applicable MSRP and percentage; and
 - (e) A copy of the evaluation factors and rationale for selection of the contractor.
- (ii) CPMD will review requests as quickly as possible, generally within three (3) working days.
- (a) If approved, CPMD will notify the agency that the PO may be issued.
 - (b) If additional information is needed, CPMD will contact the agency and review the new material promptly, generally within one (1) working day.
 - (c) If it appears that the PO may not be approved, CPMD will contact the agency in order to resolve any issues.
 - (d) If the issues cannot be resolved, CPMD will disapprove the PO and notify the agency with the specific reason(s).
- (iii) If a PO is disapproved by CPMD:
- (a) The agency's Chief Information Officer (CIO) may appeal the decision to the State CIO.
 - (b) Appeals must be submitted in writing within thirty (30) calendar days after the disapproval from CPMD.
- b) A PO that is \$25,000 or less may be issued without prior approval by CPMD. In such cases, all of the above documentation must be provided to CPMD within thirty (30) calendar days after the PO is issued. These transactions are subject to post audit by CPMD. Purchase orders may not be artificially divided to reduce their value to less than \$25,000.

4) Processing Requests through ADPICS

- a) All agencies that purchase goods and services via the 2020 Desktop contract, regardless of whether the agency processes a PO through the statewide ADPICS, must follow the above procedures.
- b) Agencies that process a PO via the statewide ADPICS may use any document and document type combination. In such cases, the DBM-2020-Desktop Blanket Purchase Order (BPO) numbers and commodity codes are mandatory data elements. Therefore, each PO must include:
 - (i) One or more of the following acceptable commodity codes:

20550-DBM2020	Microcomputers and associated peripherals with services
20547-DBMDT	Printers and associated peripherals with services
20556-COTS01	COTS software
92045-PMW001	Post-warranty maintenance equipment and peripherals

(ii) The following coding on the additional element screens:

PROCUREMENT METHOD:	R
CATEGORY OF WORK:	R
AWARD AUTHORITY:	BPW
MBE WAIVER:	N
DESC:	Refer to DBM BPO

D) PERFORMANCE EVALUATIONS

- 1) The 2020 Desktop contract states that a performance evaluation of the contractor is to be completed by the purchasing agency at the end of each six (6) month period of performance for each purchase and at the termination of each warranty period.
- 2) Agencies must provide a completed performance evaluation form to CPMD as required.
- 3) A sample evaluation form is available on the DBM website at <http://www.dbm.maryland.gov>.

E) DBM- 2020-DESKTOP ASSISTANCE

For questions specific to the DBM-2020-Desktop contract, please contact:

DBM Office of Information Technology
Contracts and Project Management Division
45 Calvert Street, Annapolis, MD 21401
E-Mail: desktop@dbm.state.md.us
Phone: (410) 260-7642
Fax: (410) 974-5615

For questions concerning ADPICS, please contact:

DBM Office of Information Technology
Service Desk
45 Calvert Street, Annapolis, MD 21401
E-Mail: servdesk@dbm.state.md.us
Phone: (410) 260-7778
Fax: (410) 974-5060

For general procurement questions, please contact:

DBM Office of Policy Analysis
Procurement Unit
45 Calvert Street, Annapolis, MD 21401

E-Mail: gblades@dbm.state.md.us

Phone: (410) 260-7678

Fax: (410) 974-3274